

California State University, San Bernardino

CSUSB ScholarWorks

Theses Digitization Project

John M. Pfau Library

2004

Foster parent satisfaction

Lila Marie Martin

Follow this and additional works at: <https://scholarworks.lib.csusb.edu/etd-project>



Part of the [Social Work Commons](#)

Recommended Citation

Martin, Lila Marie, "Foster parent satisfaction" (2004). *Theses Digitization Project*. 2567.
<https://scholarworks.lib.csusb.edu/etd-project/2567>

This Project is brought to you for free and open access by the John M. Pfau Library at CSUSB ScholarWorks. It has been accepted for inclusion in Theses Digitization Project by an authorized administrator of CSUSB ScholarWorks. For more information, please contact scholarworks@csusb.edu.

FOSTER PARENT SATISFACTION

A Project
Presented to the
Faculty of
California State University,
San Bernardino

In Partial Fulfillment
of the Requirements for the Degree
Master of Social Work

by
Lila Marie Martin

June 2004


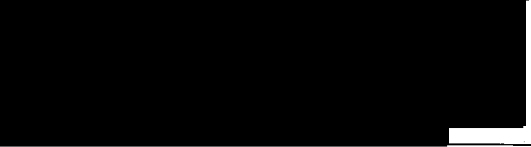
FOSTER PARENT SATISFACTION

A Project
Presented to the
Faculty of
California State University,
San Bernardino


by
Lila Marie Martin

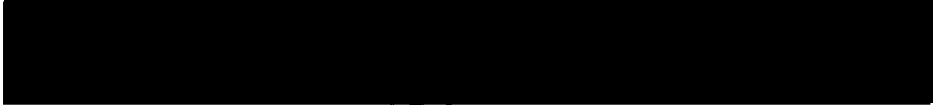
June 2004

Approved by:


Dr. Rosemary McCaslin, Faculty Supervisor
Social Work 

5/25/04
Date


Dr. Donna Anzai, Masada Homes Foster
Family Agency


Dr. Rosemary McCaslin,
M.S.W. Research Coordinator

ABSTRACT

This exploratory study adapted a survey developed by Denby, Rindfleisch, and Bean (1999) to identify factors related to foster parent satisfaction and the intent to continue fostering. Foster parents participating in this study were sampled from two private, non-profit, foster family agencies in San Bernardino and Los Angeles Counties.

Results indicate that foster parent satisfaction is influenced by a variety of variables including factors related to a foster parent's experiences with the children they foster and with the training and support they receive.

Items related to the intent to remain certified had to do with the relationship between the foster parents and agency social workers and included factors like, trusting in the soundness of the decisions made by the agency social worker, disagreeing with the statement, "the less I see the agency social worker the better," and feeling like the agency social worker assists with difficult tasks.

The findings of this study offer agencies useful ways to develop social relationships with foster parents and to implement useful and accessible training opportunities. Strengthening what works well frees agencies to promote these areas to recruit new parents and simultaneously maintain quality foster homes.

ACKNOWLEDGMENTS

This project would not have come into being if it were not for the love, patience, understanding, and assistance of the following colleagues, family members, and friends. Special thanks and recognition are extended to Dr. Mary Thierry Texeira, Dr. Patty Little, and Dr. Mary Beth Kelsey who have pushed and encouraged me no matter what the endeavor. I would not be who I am without your love and influence. I love and adore each of you. I would really like to acknowledge the contribution of Professor Little's time and energy. Many long hours were spent together to ensure the timeliness completion of this project.

Abounding thanks is extended to my friends and family who so patiently supported my graduate studies. Thank you Ramona Denby, Nolan Rindfleisch, and Gerald Bean for supporting this research. Thank you Mr. James Baca of Community Care Licensing for your encouragement. Dr. McCaslin, Dr. Davis, and Timothy Thelander; thank you for your help and patience. A sincere thank you to all of the foster parents whom so graciously took the time to participate in this study and to the staff of each agency.

DEDICATION

To Lindsey Marie Martin. My love. My life.

TABLE OF CONTENTS

ABSTRACT	iii
ACKNOWLEDGMENTS	iv
LIST OF TABLES	viii
LIST OF FIGURES	x
CHAPTER ONE: INTRODUCTION	
Problem Statement	1
Treatment Foster Care	1
Therapeutic Relationships	4
Recruitment and Retention	5
Purpose of the Study	6
The Significance of the Project for Social Work	8
CHAPTER TWO: LITERATURE REVIEW	
Introduction	11
Theory Guiding Conceptualization	11
Job Satisfaction	14
Motivation to Foster	16
Foster Families Who Decide to Quit	17
Foster Parent Satisfaction	18
Summary	22
CHAPTER THREE: METHODS	
Introduction	23
Study Design	23

Sampling	24
Data Collection and Instruments	25
Procedures	29
Protection of Human Subjects	30
Data Analysis	31
Summary	32
CHAPTER FOUR: RESULTS	
Introduction	33
Foster Family Demographics	33
Foster Home Demographics	37
Motivation to Foster	40
Willingness to Remain Certified	43
Satisfaction and Continued Fostering	44
Experiences with Foster Children	45
Experiences with the Agency Social Worker	47
Experiences with Training and Other Foster Parents	52
Scales	57
Summary	59
CHAPTER FIVE: DISCUSSION	
Introduction	62
Discussion	62
Limitations	66
Recommendations for Social Work Practice, Policy, and Research	66

Conclusion	69
APPENDIX A: QUESTIONNAIRE	70
APPENDIX B: INFORMED CONSENT	96
APPENDIX C: DEBRIEFING STATEMENT	99
APPENDIX D: APPROVAL LETTERS	102
REFERENCES	105

LIST OF TABLES

Table 1.	Companionship for Kid by Overall Satisfaction	41
Table 2.	Children Being Moved by Overall Satisfaction	42
Table 3.	Dealing With Negative Behavior by Overall Satisfaction	43
Table 4.	Conflict with Agency Social Worker by Likely to Remain Certified	44
Table 5.	Overall Satisfaction by Likely to Remain Certified	45
Table 6.	Satisfied with Types of Kids by Overall Satisfaction	46
Table 7.	Foster Care is a Calling by Overall Satisfaction	46
Table 8.	Would do it for Free by Overall Satisfaction	47
Table 9.	Social Worker Shares Information by Overall Satisfaction	48
Table 10.	Skills Reinforced by Agency Social Worker by Overall Satisfaction	49
Table 11.	Good Decision Maker by Likely to Remain Certified	50
Table 12.	Receive Same Services by Likely to Remain Certified	51
Table 13.	Dealing with the Agency Social Worker by Likely to Remain Certified	51
Table 14.	Agency Social Worker Helps with Hard Tasks by Likely to Remain Certified	52
Table 15.	Support from Other Parents by Overall Satisfaction	53

Table 16. Adequate Reimbursement by Overall Satisfaction	54
Table 17. Good Judgment by Overall Satisfaction	54
Table 18. Orientation Useful by Overall Satisfaction	55
Table 19. Hard to Arrange Training by Overall Satisfaction	56
Table 20. Participates in Shared Experiences by Overall Satisfaction	57
Table 21. Summary Experiences with Agency Social Worker	58
Table 22. Summary Experiences with Training	59

LIST OF FIGURES

Figure 1. Herzberg's Motivation Theory	12
--	----

CHAPTER ONE

INTRODUCTION

Problem Statement

Over the last three decades, the shortage of quality foster homes has reached crisis proportions (Denby, Rindfleisch, & Bean, 1999; Hudson & Levasseur, 2002).

Twenty-five years ago, there were 34,000 children residing in foster homes (Boyd & Remy, 1978). Today, that number has increased to 117,937 children. To maintain an adequate supply of open placements, foster family agencies must continually recruit new foster parents.

Treatment Foster Care

Treatment foster care has been defined as, "a family-based, out-of-home intervention that has emerged as a viable alternative to more restrictive settings for children and adolescents with serious emotional and behavioral disturbances" (James & Meezan, 2002). The benefit of treatment foster care to children is that, "it combines a structured therapeutic approach with the benefits of a more normative family-based milieu" (Meadowcroft, Thomlison, & Chamberlain, 1994). Treatment foster homes are certified by private, non-profit foster

family agencies. The California State Department of Community Care Licensing and individual county departments of Child Protective Services provide oversight through annual and bi-annual audits.

According to licensing analyst, J. Baca (personal communication, June 26, 2003) there are currently 261 state licensed foster family agencies (with an additional 202 sub-offices). These agencies have certified a total of 13,791 private foster homes, but state regulations limit the number of foster children that can be placed in a foster home to no more than 6. If every home were certified to care for six children (which they are not), there would still be over 33,000 children in need of a foster care placement.

Each agency foster home is monitored by both a county social worker (CSW) and an agency social worker (ASW). Once a child has been declared a ward of the court, temporary custody of that child is granted to whichever county the child happened to be living in at the time s/he was taken into protective custody. The county is responsible for placing the child in a foster home and providing whatever reunification services the court mandates. Despite the fact that all counties also

certify foster homes (traditional foster homes), they also maintain contracts with private, non-profit, treatment foster family agencies to assist in assessing needs and providing services to the child and his/her biological family.

Because of the current crisis in foster care, in terms of decreasing numbers of available foster homes and increasing numbers of children entering the system, county social workers are often overworked carrying extremely high numbers of children on their caseloads. Whereas, county social workers focus on case planning and submit bi-annual reports directly to juvenile court, agency social workers focus on assisting the county in carrying out the mandates of the juvenile court in any way it can. Ideally, both social workers work together to protect the child and facilitate family reunifications when appropriate. Because the foster parents surveyed in this study are affiliated with foster family agencies, the description of the agency social worker's role is more detailed.

Agency social workers maintain a limited caseload (maximum of 15 children) and are required to make face-to-face visits with the children assigned to them

3-4 times per month. At least two of these visits must be in the foster home. Limited caseload size allows agency social workers to build relationships with foster families and the children they foster. Agency social workers are not only responsible for ensuring the child's safety through weekly visits.

They also develop comprehensive treatment plans based upon a thorough assessment of the child's primary needs as identified through collaborating with the child's foster parents, teachers, clergy, physicians, therapists, and county social workers. These same workers conduct monthly home inspections to ensure foster homes are in compliance with state regulations, counsel foster child(ren), train foster parents, teach social skills, advocate for children in school settings, and a host of other social work activities like monitoring birth parent visitations.

Therapeutic Relationships

As part of a "team approach" agencies and the foster parents they certify are expected to abide by all state and county licensing regulations and policies. Foster parents are required to schedule and transport foster

children to any and all necessary medical, dental, and psychological appointments. They are also required to transport children to family visits and attend at least 15 hours of on-going training per year in order to be re-certified. Foster parents who are certified by foster family agencies are reimbursed at higher rates, compared to traditional foster parents, because "they are viewed as members of a professional treatment team" (Haskins, Meadowcraft, Trout, & Luster, 1985).

Recruitment and Retention

As child welfare officials seek to find more effective ways of maintaining the safety of children in out-of-home placements by closely monitoring foster homes and instituting new regulations, the issue of how to best recruit and retain foster parents becomes critical for foster family agencies.

A review of current literature suggested that foster parents who decide to cease fostering do so because they are dissatisfied with the experience. Foster parent's who perceive the agency as extremely bureaucratic and non-supportive tend to report high levels of dissatisfaction. Poor communication, not being treated as

part of a team, and a perceived lack of respect between foster parents and social workers are other variables that contribute to a foster parent's decision to quit fostering.

This issue concerns agency administrators and agency social workers. Variables contributing to a foster parent's satisfaction with his/her foster family agency can be a crucial guide in determining at least one component of agency effectiveness. By identifying what foster parents are happy with, agencies free themselves to strengthen these areas and promote them to prospective foster parents. The goal is to attract prospective foster parents with the strengths of the agency while simultaneously retaining an adequate supply of certified foster homes.

Purpose of the Study

The purpose of this study was to identify factors that influence foster parent satisfaction and the intent to continue fostering. This study surveyed foster parents affiliated with two separate foster family agencies. The first agency surveyed is located in San Bernardino County and is a sub-office. The agency's main office is located

in Los Angeles. The second agency surveyed was located in Los Angeles County. It's sub-office, in San Bernardino County was also included in this study.

For the purposes of this study, a foster home was defined as a private family home that has been certified by a private, therapeutic, non-profit foster family agency to provide 24 hour, direct care services to court identified foster children. As a way to further ensure the anonymity of the foster parents who willingly participated in this study, the first foster family agency surveyed will be referred to as Agency A throughout this study and the second agency surveyed (both the main office in Los Angeles County and it's sub-office in San Bernardino county) will be referred to as Agency B.

The general mission of each agency is to provide temporary residential care to children who have been declared dependents of the Juvenile Court due to parental abuse and/or neglect. "The overall goal of the program is to provide children with a stable, supportive, living environment while preparing them for reunification with birth families or other permanent placements" (Agency Flyer, Agency A, 2003).

The Significance of the Project for Social Work

The concept of the generalist model of social work stemmed from a need to distinguish a "sensible division between basic (baccalaureate) and advanced or specialized (graduate) social work practice (Popple & Leighninger, 2002). Popple and Leighninger's definition of generalist practice combines both elements of micro and macro; "generalist practice entails direct work [such as counseling and referral work] with client systems of all sizes as well as indirect work [such as advocacy and policymaking] on behalf of client systems" (Popple & Leighninger, 2001).

There are seven stages to the generalist model and the results of this study were applicable to each one. The first stage of the generalist model is "engagement." This stage emphasizes rapport building and the importance of social relationships. These elements are fundamental to social work practice. Literature supports the idea that a foster parent's relationship with the agency social worker is all-important.

The next stage of the generalist model is "assessment." Assessment, as a skill, is essential to good social work practice. The results of this study

provide useful and practical knowledge about the needs of foster parents. Knowing what foster parents identify as needs (areas lacking satisfaction) is key to quality program development.

Because of its applicability, the results of this study offered insightful recommendations for program "planning" and "implementation." Furthermore, aside from identifying areas of need (areas lacking satisfaction), knowing what foster parents are satisfied with will assist foster family agencies in recruitment. Knowing what works well in an agency setting speaks to the agency's program effectiveness (evaluation).

If the information gleaned from foster parent satisfaction studies are taken seriously, agencies may find an increase in foster parent retention rates as the relationship between a foster parent's overall satisfaction level and intent to continue fostering are well documented in the literature. Focusing on the importance of building supportive and nurturing relationships with foster parents and providing quality training may prevent premature "termination" of the agency/foster parent relationship.

The final stage of the generalist model is "follow-up." For all intents and purposes, foster parents can be viewed as clients to their agency of affiliation. As such, the follow-up stage of the generalist model reminds us of the importance of conducting on-going needs assessments to allow for adjustments in any or all of the previously mentioned stages.

CHAPTER TWO

LITERATURE REVIEW

Introduction

A review of current literature suggested that conducting a research project on foster parent satisfaction was both timely and relevant. As the numbers of children entering the foster care system continues to increase (Boyd & Remy, 1978; Brown & Calder, 2000) and the number of qualified foster homes continues to decrease (Chamberlain, Moreland, & Reid, 1992; Patzor and Wynne, 1995) agency administrators are compelled to seek more efficient ways of retaining foster parents. Identifying sources of foster parent satisfaction may both strengthen an agency's ability to recruit new foster parents while simultaneously improving the retention rates of quality foster homes.

Theory Guiding Conceptualization

The theoretical framework guiding the conceptualization of this research project was Motivation-Hygiene Theory (Herzberg, 1959). Seeking to understand the factors associated with worker motivation and satisfaction, Frederick Herzberg interviewed a group

of workers. He discovered that feelings of satisfaction and dissatisfaction were not polarized as most people assume.

"The opposite of satisfaction is not dissatisfaction, but rather, no satisfaction" (Internet Center for Management and Business Administration, Inc., 2003). Conversely, the opposite of dissatisfaction is not satisfaction, but "no dissatisfaction." Herzberg identified two sets of factors associated with satisfaction and dissatisfaction; and they are quite different from one another.

Herzberg labeled the categories "motivators" and "hygiene factors." Please see Figure 1 below.

Motivators	Hygiene Factors
Achievement	Company Policy
Recognition	Supervision
Work Itself	Relationship with the Boss
Responsibility	Work Conditions
Advancement	Salary
Growth	Relationship with Peers

Figure 1. Herzberg's Motivation Theory

Hygiene factors are particularly interesting in that, their presence is necessary to avoid

dissatisfaction, but they do not, in and of themselves, bring about satisfaction. Instead, Herzberg reasons that their presence is necessary to create an atmosphere and work climate conducive to gaining a sense of satisfaction.

Hampson, Schulte, and Ricks (1983) made several interesting distinctions in motivation between traditional and treatment, or what they referred to as "therapeutic" foster families. First, they found that therapeutic foster parents are more likely to view foster parenting as a job. They also tend to be motivated less by "emotional or family-based reasons." Further, although both traditional and therapeutic foster parents have reported satisfaction in their work, "traditional foster parents have indicated greater dissatisfaction with the amount of worker contact and lack of involvement in case planning." This finding is supported by the work of other researchers.

Sanchirico, Lau, Jablonka, and Russell (1998) acknowledge that,

agencies can do little to retain foster parents who leave the system for personal reasons, but those who leave because of dissatisfaction with agency policies and practices can be retained

if the reasons for their dissatisfaction are identified and eliminated.

According to their research, a commonly identified factor in foster parent dissatisfaction is a lack of foster parent involvement in service planning. The authors collected survey data from 616 New York foster parents to test whether or not participation in service planning would increase foster parent satisfaction. The findings indicate that a positive relationship exists between foster parent involvement in service planning and foster parent satisfaction.

Job Satisfaction

Alarmed by the huge burnout and turnover rate among child welfare workers (Drake & Yadama, 1996), Bednar (2003) published a thorough literature review of job satisfaction studies among child welfare workers. In the conclusion of her review, Bednar notes several practice and policy implications.

She urges agencies to hire staff that expresses a strong sense of personal commitment to their work. Taking education and training into account, workers should be carefully matched to positions for which they are

adequately prepared. Roles should be clearly defined and advancement and professional growth should be encouraged.

Staff should be encouraged to work collaboratively and have input into decision-making. In this type of environment, supervisory roles should be consultative rather than directive. The interaction between supervisors and subordinates should be one of mutual respect and foster a sense of trust. Bednar believes this relatively simple and cost effective change in the work environments of child welfare professionals will promote job satisfaction thereby, reducing the incidence of staff burnout and turnover.

It is interesting to note the similarities between Bednar's recommendations to agency administrators and Herzberg's motivation and hygiene factors. This suggests that because treatment (therapeutic) foster parents are more likely to view foster parenting as a job, factors relating to foster parent satisfaction may be similar to the factors associated with the job satisfaction levels of child welfare workers.

Motivation to Foster

Becoming a foster parent is not a decision that most people take lightly. Studies indicate a variety of motivating factors that influence a person's decision to foster children or not. Denby, Rindfleisch, and Bean (1999) note the following factors: infertility, wanting to help a child, companionship, spiritual reasons, wanting to help the community, and to continue parenting when biological children reach adulthood.

In their study of foster mothers who had parented foster children for a year or more, Dando and Minty (1987) identified two main factors associated with the motivation to foster. Some women reported infertility issues, other women identified with the children they wanted to help based upon their own childhood experiences.

James and Meezan (2002), note several differences in the motivations of traditional and therapeutic foster families. The most relevant difference to this study supports Hampson, Schulte, and Ricks' idea that therapeutic foster families are more likely to perceive the duties of foster parenting as a "job." This finding has significant implications when discussing foster

parent satisfaction. It suggests that the same motivation-hygiene factors associated with worker satisfaction that have been previously applied to child welfare workers (Bednar, 2003) may also be applicable to foster parents.

Foster Families Who Decide to Quit

Identifying factors associated with a foster parent's decision to quit fostering is as important as knowing what motivated them to become foster parents in the first place. Some of the identified factors are considered unavoidable such as changes in employment status, illness, and the need to relocate. Other factors include being unprepared for the task of fostering, difficulty coping with the stress associated with caring for children with behaviors that are difficult to manage, and because of problems that arise between the foster parent's biological children and the foster children placed in their homes (Cummins & Rindfleisch, 1979; Triseliotis, Borland, & Hill, 1998).

Foster parents also discontinue care because they are dissatisfied with the agency, the services they offer, and the social workers with whom they associate

(Baring-Gould et al., 1983; Triseliotis et al., 1998).

These factors were reflected in the following studies as well.

In their 1983 study of foster home closures in Alaska, Baring-Gould, Essick, Kleinkauf, and Miller, found that foster parents ceased fostering due to major life events such as the birth of a new baby, health problems, the death of a spouse, or changes in employment. Other reasons were agency related such as inadequate reimbursement rates, and lack of training to enable foster parents to deal with the challenges of foster care, perceived lack of support by agency staff, poor communication with social workers, and an overall dissatisfaction with services provided by the agency.

Two other studies suggested that foster parents quit fostering because they are 1) inadequately prepared and 2) they are dissatisfied with the way they are treated by the agency and with the services provided by the agency (Rodwell & Biggerstaff, 1993; Pastzor & Wynne, 1995).

Foster Parent Satisfaction

Some researchers identify quality pre-service and in-service training as crucial predictors of increased

foster parent retention, reduced numbers of failed placements for children, and increased skills in dealing with problem behaviors for foster parents (Boyd & Remy, 1978; Boyd & Remy, 1979; Cuddleback & Orme, 2002; Berry, 1988).

Several studies relate foster parent satisfaction to foster parent retention (Buehler, Ormes, & Rhodes, 2001; Fees, et al., 1998; Denby, Rindfleisch, & Bean, 1999;).

Buehler, Orme, and Rhodes (2001) compared foster families who quit, plan to quit, and plan to continue fostering. This particular article "is the only study of current and former foster families that is based on a nationally selected sample" (Buehler, Orme, & Rhodes, 2001). The authors assessed data from the National Survey of Current and Former Foster Parents (NSC&FFP) (US Department of Health and Human Services, 1993). "Data were collected from foster parents living in 27 counties in 9 states" (Buehler, Orme, & Rhodes, 2001, p. 7). In total, the authors surveyed 1,048 current and 265 former foster parents by mail survey and telephone.

Prior to this study, researchers could not be sure about the generalizability of prior research because most studies utilized smaller, local samples. Despite the

limitations of other studies, the results of this study supported the findings of previous research. Reasons to quit or continue fostering are contingent upon a foster parent's satisfaction with the agency, its policies, the social worker, and with training.

The Fees, et al. (1998) study identified three factors associated with foster parent satisfaction

- 1) Role Demands Satisfaction
- 2) Social Service Support Satisfaction
- and 3) Personal Needs (of the foster parent) Satisfaction.

Foster mothers, who perceived the preservice training they received as useful, tended to be more satisfied with role demands though there were no significant correlations between perceived usefulness of preservice training and the other two factors of overall satisfaction. This study emphasized the value of quality preservice training and at the same time illustrated the complex nature of satisfaction.

One set of authors identified several variables, all of which exert a strong influence over satisfaction. Denby, Rindfleisch, and Bean (1999) report that feeling competent to handle the children placed in their homes, wanting to take in children who need loving parents, having no regrets about investing in foster children, the

foster mother's age, agency social workers providing information as needed and receiving praise for a job well done are all important.

They were also interested in identifying factors associated with the intent to continue fostering to determine what type of relationship, if any, existed between foster parent satisfaction and the intent to continue fostering. Those factors include 1) overall satisfaction 2) readiness to phone the social worker 3) number of male foster children in the home 4) being treated like one needed help oneself, and 5) agency affiliation.

The authors concluded that the importance of support, training, and professional regard shown to active foster parents cannot be underestimated. The work of Hudson and Lavasseur (2002) supported these findings as well. When they asked foster parents to report the type of support they needed to successfully maintain their foster homes, foster parents stated they most needed respect, affirmation, and acknowledgement from their social workers and the agencies for which they provided care.

Summary

This section reviewed literature relating to foster parent satisfaction. Understanding the complex nature of foster parent satisfaction empowers agencies to strengthen and maintain conditions that keep satisfaction levels high while simultaneously addressing areas of need.

CHAPTER THREE

METHODS

Introduction

This research project sampled certified foster parents from two local foster family agencies. At the time of sampling, Agency A had 29 certified foster homes. Agency B had a total of fifty-five certified foster homes. Foster home capacities ranged from 0-6, per licensing standards. For the purposes of this study a foster home was defined as, "a private, residential home, certified by the foster family agency, which caters to the physical, emotional, and psychological needs of foster children."

Study Design

The purpose of this study was to identify variables that influence foster parent satisfaction (dependent variable). It was hypothesized that the higher a foster parent's level of satisfaction, the more likely they are to remain certified as a foster parent. This study also considered demographics such as age, race, sex, marital status, education level, income level, years of experience as a foster parent, number of biological

children living at home, motivation for fostering, and number of foster children being cared for as additional variables that could influence foster parent satisfaction (independent variables).

This research utilized a cross-sectional study design which provides a snapshot of the variables included in the study, at one particular point in time. "The cross-sectional design is perhaps the most predominant design employed in the social sciences" (Nachmias & Nachmias, 1996). Though limited by its ability to generalize across populations, a cross-sectional study design is sufficient to examine patterns of relationships without making causal inferences.

Sampling

This study utilized a convenience sample of adult foster parents affiliated with two local, private, non-profit, foster family agencies. In order to qualify for participation in the study, foster parents needed to meet the following criteria: 1) they needed to have been certified with the agency for at least six months and

2) they needed to have at least one foster child placed in their home at the time of the study.

Data Collection and Instruments

An existing survey instrument was adapted to assess the satisfaction of 32 (n=15 from Agency A and n=17 from Agency B) certified foster families who were directed to respond to each item by either filling in a blank or checking a box (see Appendix A). Based upon the four different types of information being sought, the questionnaire was broken into four sections. The first section requested information about the participant's foster home.

Eleven ordinal variables concerned the certification of the foster home including what year the home was first certified, how many foster children the home was approved for, the sex and ages of children the home was approved for, whether or not the foster parent had ever been asked to accept a child that the home had not been approved for, whether or not they accepted that child, how many children the foster parents have cared for since becoming certified, the highest number of children placed in the foster home at any one time, the longest length of stay

for any one child, and how long the foster parent expected a child to remain in their home.

Nine ordinal variables in this section concerned the motivation to foster including wanting to care for children after own children had grown up, wanting to save children from harm, wanting to increase household income, wanting to provide companionship for their own child, wanting to take in children who need loving parents, wanted to adopt but were unable to, as a religious obligation, and wanting to make a difference.

The final thirteen ordinal variables in section one asked the foster parent about factors that influence their willingness to continue foster parenting such as conflict with the agency social worker, conflict with the children's social worker, not being reimbursed enough, significant personal loss of a family member, training requirements, agency red tape, being named in an allegation of abuse/neglect, losing children they become fond of, seeing children sent back to unsafe situations, dealing with the natural parents, dealing with the foster child's negative behavior, and conflict between their biological children and the foster children.

The second section requested participants to share their opinions about the agency social workers and training. Items in this section are presented in a 7-point Likert scale format. Anchor responses are "Strongly Agree" and "Strongly Disagree." Twenty-nine questions ask about being satisfied with the types of children placed with the respondent, whether or not the social worker shares enough of the child's background information, regretting the time put into fostering, the stress associated with fostering, the relationship between the agency social worker and the foster parent, receiving support from the agency, feeling respected, being treated like part of a team, whether the training they receive is adequate, and whether or not the foster parent feels competent to handle the types of behaviors manifested by the children placed in their home.

Section three of the survey asks participants to read nine questions and respond by placing a check mark on the line that comes closest to their opinion. These items are presented in a 5-point Likert scale format. Anchor responses are "Never" and "Very Often." Questions concern having clear expectations about what is expected of the foster parent, how often the foster parent feels

pressed for time, how often the foster parent participates in agency sponsored events, how they know if they have done a good job, and how often they feel the agency social worker helps them if they need it. Respondents were then asked if they are satisfied with foster parenting and if they intend to continue fostering children (interval).

The fourth section asked participants to respond to questions by filling in the blank or checking a box. All variables are at the nominal level except age which is interval and income and educational attainment which are ordinal. This section of the questionnaire asked for social demographics including the age, race, marital status, and educational level of each foster parent, the number and sex of any children living in the home prior to becoming a foster parent, number of children living in the home after the last foster child was placed, the age range of all children living in the home, who in the home receives pay for work earned outside the home, sources of household income, total gross household income, and about monthly contact with the agency social worker and the children's social worker.

The survey used in this research project was adapted from an existing questionnaire created by Denby, Rindfleisch, and Bean (1999). Permission to use the original survey was granted via Ramona Denby by telephone (July 03, 2003). At Dr. Denby's request and as a courtesy, a letter of intent to use the existing survey in research was mailed directly to Dr. Denby at the University of Nevada, Las Vegas.

Procedures

Each agency provided a roster of their certified foster homes. The roster included the names, addresses, and phone numbers of each certified foster parent, and identified whether the foster parents spoke English, Spanish, or were bi-lingual (English/Spanish). The agencies were sampled separately. The first groups of surveys (23 English, 6 Spanish) were mailed to each of the 29 certified foster homes affiliated with Agency A on October 15, 2003. The second groups of surveys (12 English, 43 Spanish) were mailed to each of the 55 certified foster homes affiliated with Agency B on February 19, 2004. Each mailing included a coupon for a

free ice cream as a token of appreciation for taking the time to complete the survey.

One month was allotted for participants to complete the survey and return it in the pre-addressed stamped envelope devoid of any identifying marks. The researcher collected all surveys and kept them in safekeeping. Fifteen surveys were received from the first mailing and each was labeled with the identification number 1A, 2A, 3A and so on. Surveys received from Agency B during the second mailing were labeled 1B, 2B, 3B, etc.

Protection of Human Subjects

The Foster Parent Satisfaction Survey (see Appendix A) along with a Letter of Informed Consent (see Appendix B), a Debriefing Statement (see Appendix C), and a Letter of Agency Approval (see Appendix D) were mailed to each the foster homes.

The letter of consent assured all participants of their anonymity, and informed them that their participation was completely voluntary and that they had the right to withdraw from the study at any time, for any reason. Participants were assured that no names were recorded. In addition, the debriefing letter provided

participants with the name and phone number of a local counseling agency.

Data Analysis

Descriptive statistics for variables including the year the foster parents first became certified, how many children their home had been approved for, whether they were approved to foster boys, girls, or both, and other items like age, gender, ethnicity, and household income level were used to provide an overview of the sample population.

Frequency distributions were conducted on each independent variable. Independent variables were crosstabulated with both dependent variables, overall satisfaction and intent to continue fostering. Aside from the variables that were found to be significantly correlated to each of the dependent variables, many appeared to approach significance. Like items that appeared to measure the same variables (face validity) were grouped together and three scales were constructed. Reliability analysis revealed two of three scales as having sufficient Alpha scores.

Summary

Foster parent satisfaction was measured by the collection of survey data. A cross-sectional research design was used to determine the relationships between variables without making causal inferences. Social demographic factors, such as age, race, sex, marital status, education level, income level, years of experience as a foster parent, number of biological children living at home, motivation for fostering, and number of foster children currently being cared for that may influence the level of foster parent satisfaction and intent to continue fostering were also investigated.

CHAPTER FOUR

RESULTS

Introduction

The purpose of this chapter is to present the research findings. Presented below are two sets of demographic variables. The first set of variables describes the social characteristics of the foster families included in this study. The second set of variables describes the characteristics of the certified foster homes. A summary of key findings concludes this chapter.

Foster Family Demographics

Thirty-two foster families chose to participate in this study. Of the 32 completed surveys, the foster mother completed 18, 1 was completed by the foster father, and 13 were completed by both parents. Fifteen of the participating families were affiliated with Agency A. The other 17 families were affiliated with Agency B.

The thirty foster mothers reporting their age ranged in ages from 21 to 64, with the mean age of female respondents being 44.97 years ($sd=9.66$). The 22 foster

fathers in this sample ranged in ages from 26 to 64, with a mean age of 47.09 years (sd=10.27).

There were 7 African American foster mothers, 3 Caucasians, 19 Hispanic/Latinos, and 2 foster mothers who responded to the "other" category (n=31). The race variable was recoded as Hispanic and Non-Hispanic in preparation for statistical analysis. The resulting computations were as follows, 61.3% (n=19) of the female population was Hispanic and 38.7% (n=12) were Non-Hispanic. Four foster fathers were African American, two were Caucasian, and 16 were Hispanic/Latino (n=22). Once the race variable was recoded, 72.7% (n=16) of respondents qualified as Hispanic and the remaining 27.3% (n=6) qualified as Non-Hispanic.

Twenty-six foster mothers (81.3%) who answered the marital status question reported being "partnered." Being partnered is defined as those persons who are either married or cohabitating. Six foster mothers (18.8%) reported being "not partnered." Twenty-two foster fathers (95.5%) answered the marital status question reported being partnered. Only one foster father who answered the marital status question reported not being partnered.

Foster parents were offered three educational categories and asked to circle the highest grade they had completed. Thirty foster mothers responded to this question. Twenty of those foster mothers (66.7%) circled a high school grade. Ten other foster mothers (33.3%) reported having completed at least one year of college. Twenty-two foster fathers responded to this same question. Thirteen foster fathers reported having completed some high school (59.1%), eight reported having completed at least one year of college (36.4%), and one foster father reported having completed at least one year of graduate school (4.5%).

The questionnaire asked foster parents to list how many legal children they had living at home. The term legal children referred to any biological and/or adopted child. Of the 31 foster families that responded to this question, 13 claimed to have no legal children living at home (41.9%). Twelve families reported having only one legal child living at home (38.7%), five families had two legal children living at home (16.1%), and only one family reported having three biological/adopted children living at home at the time of the survey (3.2%).

Foster families were asked the same question about the number of foster children living in their home. Fourteen (43.8%) foster parents reported having no foster children living with them. Seven (21.9%) stated they were currently caring for one foster child. Another six (18.8%) foster families had two foster children living with them. Two (6.3%) families were caring for three foster children and three other families stated they had four foster children living in their home.

In response to questions concerning household income, which was defined as any income excepting money received as foster care reimbursement payments, five (15.6%) families reported an annual earning of \$20,000-29,999. Fourteen (43.8%) parents reported earning between \$30,000-39,999 a year. Three (9.4%) families stated they earned \$40,000-49,999. Four (12.5%) earned \$50,000-59,999. The last three families claimed a household income of \$60,000 or more.

Of the 27 families responding, the majority of parents sampled (n=22 or 68.8%) earned money through paid employment. Five (15.6%) families received some form of social welfare, i.e. TANF, Social Security, Unemployment Insurance. Families were also asked to indicate which

parents were employed outside the home. Three (9.4%) families reported that neither parent worked. Five (15.6%) foster mothers were employed. Eight (25%) foster fathers worked, but the majority (n=12 or 37.5%) of households claimed both foster parents were employed.

Foster Home Demographics

Five (17.2%) families were first certified as foster parents between 1990 and 1995. Eleven (37.9%) families were certified between 1996 and 2000. All other families (n=13 or 20.2%) of the families sampled had their homes certified between 2001 and 2003. Twenty-one family homes were certified to foster one to three children, while 67.8% (n=21) of the sample was certified to care for four or more foster children. Two (6.3%) families reported being certified to care for males only. Similarly, three (9.4%) families reported being certified to care for only female children, while the majority (n=27 or 84.4%) of the sample was certified to care for both sexes.

Foster parents were asked to report if they had ever been asked to accept a child for whom they were not certified, for example being asked to take in a girl if they preferred boys or being asked to accept a teen when

they preferred babies. The majority (n=19 or 59.4%) of the sample reported that they had not been asked to accept a placement for a child that they were not certified to accept. However, 12 (38.7%) of the families claimed they had been asked to accept a child they were not certified to care for. The families in this group were then asked to indicate if they accepted the child and why. Ten families accepted the placements. Reasons for accepting placements ranged from, "it was only temporary," "I wanted to try," "I felt if I turned the agency down, they might not call me the next time," "it was an emergency and I had an opening."

Families were asked to report the largest number of foster children they ever cared for at once. One (3.3%) family answered one child. Three (9.4%) reported two children. Eight (26.7%) said the most they have cared for is three foster children at any one time. Six (20%) families said four children. Another seven (23.3%) report having cared for five foster children at once. Four (13.3%) other families cared for six foster children. One (3.3%) family reported having cared for seven foster children at one time.

"What was the longest length of stay for a child placed in your home?" Twenty-nine of the 32 families in this sample answered this question. Ten (34.5%) families reported the longest stay as less than one year. Eight (27.4%) report the longest stay as between one and two years. Two (6.9%) have cared for at least one child for three years. Seven (23.9%) other families report the longest length of stay as between three to five years. One (3.4%) family reported caring for a child for five years and three months. Still another reported caring for another child for seven years and eight months.

"How long did you expect children to remain in your home when you first became certified to foster children?" Five (15.6%) families first expected placements to be temporary (less than 3 months). Six (19.4%) other families expected placements to be intermediate (3 to 12 months). Twenty (64.5%) families fully expected long term placements (more than 12 months).

Thirty-one of the 32 foster families answered the question, "Approximately how many children have you cared for since first certified?" Eighteen (58.1%) of these families reported having cared for 1 to 10 children since they were first certified as foster parents. Another 10

(32.3%) report having fostered between 11 and 25 children. One (3.2%) family says they have cared for at least 40 foster children. One (3.2%) family reports having cared for at least 50 children and still another (3.2%) reports having fostered at least 80 foster children.

Both sets of demographic variables (independent variables) were crosstabulated with the dependent variables, overall satisfaction and intent to continue fostering. None of the variables significantly influenced a foster parent's overall satisfaction level or their intent to continue fostering.

Motivation to Foster

Foster parents were asked about the factors that influenced their decision to become foster parents. Variables included factors like their own children being grown, but still wanting to care for children, wanting to save children from harm, wanting to increase household income, wanting to provide companionship for their own children, wanting to take in children who needing loving parents, wanting to adopt and not being able to, for

religious reasons, and wanting to make a difference in the life of a child.

Based upon the frequency distributions all Likert scale items were collapsed and recoded into two categories. Each of the independent variables was crosstabulated with overall satisfaction and intent to continue fostering to determine whether or not a relationship between the variables exists. For three variables, this relationship was found to be statistically significant.

Those who wanted companionship for their own child(ren) were more likely to be very satisfied. The Chi-Square 5.237 was significant at the .022 level, with one degree of freedom.

Table 1. Companionship for Kid by Overall Satisfaction

companionship for kid		overall satisfaction		Total
		somewhat satisfied	very satisfied	
not at all	Count	13	5	18
	% of Total	41.9%	16.1%	58.1%
yes	Count	4	9	13
	% of Total	12.9%	29.0%	41.9%
Total	Count	17	14	31
	% of Total	54.8%	45.2%	100.0%

Foster families who lost a child they were fond of, report lower levels of overall satisfaction. The Chi-Square 6.026 was significant at the .014 level, one degree of freedom.

Table 2. Children Being Moved by Overall Satisfaction

children being moved		overall satisfaction		Total
		somewhat satisfied	very satisfied	
no influence	Count	4	10	14
	% of Total	12.5%	31.3%	43.8%
some influence	Count	13	5	18
	% of Total	40.6%	15.6%	56.3%
Total	Count	17	15	32
	% of Total	53.1%	46.9%	100.0%

Foster parents who did not mind dealing with a child's negative behaviors tended to have higher levels of satisfaction. The Chi-Square 7.888 was significant at the .005 level, with 1 degree of freedom.

Table 3. Dealing With Negative Behavior by Overall Satisfaction

dealing with negative behaviors		overall satisfaction		Total
		somewhat satisfied	very satisfied	
no influence	Count	6	13	19
	% of Total	19.4%	41.9%	61.3%
some influence	Count	10	2	12
	% of Total	32.3%	6.5%	38.7%
Total	Count	16	15	31
	% of Total	51.6%	48.4%	100.0%

Willingness to Remain Certified

What factors affect a foster parent's decision to continue fostering? These variables included conflict with the agency social worker, conflict with the county social worker, inadequate reimbursement, personal losses of family member(s), training requirements, agency bureaucracy, being named in an allegation of abuse/neglect, losing children they feel fondly for, seeing children sent back to bad situations, dealing with the child's natural parents, dealing with the child's negative behaviors, and conflict between the foster parent's biological children and the foster children.

Table 4. Conflict with Agency Social Worker by Likely to Remain Certified

Conflict with Agency Social Worker		likely to remain certified		Total
		less likely	very likely	
no influence	Count	3	21	24
	% of Total	9.7%	67.7%	77.4%
some influence	Count	4	3	7
	% of Total	12.9%	9.7%	22.6%
Total	Count	7	24	31
	% of Total	22.6%	77.4%	100.0%

Only one variable was found to have statistical significance. Foster families who claimed that experiencing conflict with their agency social worker did not influence their intent to continue fostering were very likely to remain certified as foster parents. The Chi-Square 6.178 was significant at the .013 level, with one degree of freedom.

Satisfaction and Continued Fostering

Foster parents' overall satisfaction with their work was significantly related to their intent to continue fostering. Although the expected count in some of the cells were too low for a valid Chi-Square test to be conducted, the pattern of association was clear. Foster parents experiencing higher levels of overall

satisfaction with fostering are very likely to remain certified as foster parents.

Table 5. Overall Satisfaction by Likely to Remain Certified

			likely to remain certified		Total
			less likely	very likely	
overall satisfaction	somewhat satisfied	Count	7	10	17
		% of Total	21.9%	31.3%	53.1%
	very satisfied	Count		15	15
		% of Total		46.9%	46.9%
Total		Count	7	25	32
		% of Total	21.9%	78.1%	100.0%

Experiences with Foster Children

Three variables related to the foster parents' experiences with foster children were found to be statistically significant. Foster parents who felt satisfied with the types of children the foster family agency placed with them were more likely to be very satisfied overall. The Chi-Square 8.103 was significant at the .004 level, with one degree of freedom.

Table 6. Satisfied with Types of Kids by Overall Satisfaction

satisfied with types of kids		overall satisfaction		Total
		somewhat satisfied	very satisfied	
agree	Count	9	1	10
	% of Total	30.0%	3.3%	33.3%
disagree	Count	7	13	20
	% of Total	23.3%	43.3%	66.7%
Total	Count	16	14	30
	% of Total	53.3%	46.7%	100.0%

Foster parents who felt foster parenting was a calling were also more likely to be very satisfied with foster parenting overall. The Chi-Square 4.219 was significant at the .040 level, with one degree of freedom.

Table 7. Foster Care is a Calling by Overall Satisfaction

foster care is a calling		overall satisfaction		Total
		somewhat satisfied	very satisfied	
disagree	Count	8	2	10
	% of Total	25.0%	6.3%	31.3%
disagree	Count	9	13	22
	% of Total	28.1%	40.6%	68.8%
Total	Count	17	15	32
	% of Total	53.1%	46.9%	100.0%

The majority of foster parents (51.6%) of the sample agrees that, if possible, they would foster needy

children without reimbursement of any kind. These parents tended to be very satisfied with foster parenting in general. The Chi-Square 5.490 was significant at the .019 level, with one degree of freedom.

Table 8. Would do it for Free by Overall Satisfaction

would do it for free		overall satisfaction		Total
		somewhat satisfied	very satisfied	
disagree	Count	11	4	15
	% of Total	35.5%	12.9%	48.4%
agree	Count	5	11	16
	% of Total	16.1%	35.5%	51.6%
Total	Count	16	15	31
	% of Total	51.6%	48.4%	100.0%

Experiences with the Agency Social Worker

Five variables relating to foster parents' experiences with their agency social worker were found to be statistically significant. Two of the variables were related to the foster parents' overall satisfaction level and the other four were related to the foster parents likelihood to remain certified.

Sixteen (50%) of the families surveyed agree that their agency social worker shares fully, information pertaining about the background and the problems of the

children they ask foster parents to accept. These parents tended to be very satisfied with foster parenting. The Chi-Square 15.184 was significant at the .000 level, with one degree of freedom.

Table 9. Social Worker Shares Information by Overall Satisfaction

sw shares info		overall satisfaction		Total
		somewhat satisfied	very satisfied	
disagree	Count	14	2	16
	% of Total	43.8%	6.3%	50.0%
agree	Count	3	13	16
	% of Total	9.4%	40.6%	50.0%
Total	Count	17	15	32
	% of Total	53.1%	46.9%	100.0%

If foster parents feel the skills they learned in training are later reinforced by the agency social worker, they tended to be more satisfied. The Chi-Square 8.710 was significant at the .003 level, with one degree of freedom.

Table 10. Skills Reinforced by Agency Social Worker by Overall Satisfaction

skills reinforced by agency social woker		overall satisfaction		Total
		somewhat satisfied	very satisfied	
disagree	Count	9	1	10
	% of Total	29.0%	3.2%	32.3%
agree	Count	7	14	21
	% of Total	22.6%	45.2%	67.7%
Total	Count	16	15	31
	% of Total	51.6%	48.4%	100.0%

Twenty-four (75%) foster families agreed that they felt secure about the types of decisions made by the agency social worker. Of those that agreed, 21 (65.6%) also reported it very likely that they would remain certified as foster parents for at least one more year. The Chi-Square 4.937 was significant at the .026 level, with one degree of freedom.

Table 11. Good Decision Maker by Likely to Remain
Certified

good decision maker		likely to remain certified		Total
		less likely	very likely	
disagree	Count	4	4	8
	% of Total	12.5%	12.5%	25.0%
agree	Count	3	21	24
	% of Total	9.4%	65.6%	75.0%
Total	Count	7	25	32
	% of Total	21.9%	78.1%	100.0%

"I think I receive as much service from my agency social worker as other foster parents." Twenty-three (74.2%) families were in agreement with this statement. The majority (64.5%) of those in agreement also stated that it was very likely they would continue fostering children. The Chi-Square 4.637 was significant at the .031 level, with one degree of freedom.

Table 12. Receive Same Services by Likely to Remain Certified

receive same services		likely to remain certified		Total
		less likely	very likely	
disagree	Count	4	4	8
	% of Total	12.9%	12.9%	25.8%
agree	Count	3	20	23
	% of Total	9.7%	64.5%	74.2%
Total	Count	7	24	31
	% of Total	22.6%	77.4%	100.0%

"The less I have to deal with the agency social worker, the better." This variable was reversed scored. Families who disagreed with this statement were more likely to report they were very likely to continue foster parenting. The Chi-Square 4.446 was significant at the .035 level, with one degree of freedom.

Table 13. Dealing with the Agency Social Worker by Likely to Remain Certified

Dealing with the agency social worker		likely to remain certified		Total
		less likely	very likely	
agree	Count	4	3	7
	% of Total	15.4%	11.5%	26.9%
disagree	Count	3	16	19
	% of Total	11.5%	61.5%	73.1%
Total	Count	7	19	26
	% of Total	26.9%	73.1%	100.0%

Foster parents were asked how often the agency social worker assisted them in completing difficult tasks. Based upon the frequency distribution, this item was collapsed and relabeled into a dichotomous variable. The more often a foster parent felt the agency social worker helped complete difficult tasks, the more likely they were to continue fostering. The Chi-Square 6.521 was significant at the .011 level, with one degree of freedom.

Table 14. Agency Social Worker Helps with Hard Tasks by Likely to Remain Certified

agency social worker helps with hard tasks		likely to remain certified		Total
		less likely	very likely	
less often	Count	2	11	13
	% of Total	6.5%	35.5%	41.9%
often	Count	5	13	18
	% of Total	16.1%	41.9%	58.1%
Total	Count	7	24	31
	% of Total	22.6%	77.4%	100.0%

Experiences with Training and Other Foster Parents

Almost half of the foster parents surveyed state they do not receive enough support from other foster parents. The majority of these parents still report being very satisfied with foster parenting overall. The

Chi-Square 4.196 was significant at the .041 level, with one degree of freedom.

Table 15. Support from Other Parents by Overall Satisfaction

support from other parents		overall satisfaction		Total
		somewhat satisfied	very satisfied	
disagree	Count	8	3	11
	% of Total	33.3%	12.5%	45.8%
agree	Count	4	9	13
	% of Total	16.7%	37.5%	54.2%
Total	Count	12	12	24
	% of Total	50.0%	50.0%	100.0%

Receiving adequate reimbursement also plays a role in the overall satisfaction of foster parents. Foster parents who felt they received adequate reimbursement were more likely to be very satisfied with foster parenting. The Chi-Square 11.888 was significant at the .001 level, with one degree of freedom.

Table 16. Adequate Reimbursement by Overall Satisfaction

adequate reimbursement		overall satisfaction		Total
		somewhat satisfied	very satisfied	
disagree	Count	12	2	14
	% of Total	38.7%	6.5%	45.2%
agree	Count	4	13	17
	% of Total	12.9%	41.9%	54.8%
Total	Count	16	15	31
	% of Total	51.6%	48.4%	100.0%

"My ideas about what is good or bad and right or wrong were quite different from the ideas presented to me in foster parent training classes." This item was also reverse scored. Foster parents who disagreed with this statement tended to report higher levels of overall satisfaction. The Chi-Square 9.403 was significant at the .002 level, with one degree of freedom.

Table 17. Good Judgment by Overall Satisfaction

good judgment		overall satisfaction		Total
		somewhat satisfied	very satisfied	
agree	Count	11	2	13
	% of Total	39.3%	7.1%	46.4%
disagree	Count	4	11	15
	% of Total	14.3%	39.3%	53.6%
Total	Count	15	13	28
	% of Total	53.6%	46.4%	100.0%

Believing that the foster parent orientation class was useful was negatively related to overall foster

parent satisfaction. Foster parents who did not feel the information presented at orientation helped them anticipate the difficulties they might face as foster parents tended to be very satisfied. The Chi-Square 9.610 was significant at the .002 level, with one degree of freedom.

Table 18. Orientation Useful by Overall Satisfaction

orientation useful		overall satisfaction		Total
		somewhat satisfied	very satisfied	
disagree	Count	7	14	21
	% of Total	21.9%	43.8%	65.6%
agree	Count	10	1	11
	% of Total	31.3%	3.1%	34.4%
Total	Count	17	15	32
	% of Total	53.1%	46.9%	100.0%

Another variable was significantly correlated with overall foster parent satisfaction. This item was also reverse scored. Although the majority (63%) of foster parents do not find it difficult to arrange the on-going training hours required by the foster family agency, it was the parents that found it difficult to arrange for training hours that report higher levels of overall

satisfaction. The Chi-Square 5.632 was significant at the .018 level, with one degree of freedom.

Table 19. Hard to Arrange Training by Overall Satisfaction

hard to arrange training		overall satisfaction		Total
		somewhat satisfied	very satisfied	
agree	Count	13	4	17
	% of Total	48.1%	14.8%	63.0%
disagree	Count	3	7	10
	% of Total	11.1%	25.9%	37.0%
Total	Count	16	11	27
	% of Total	59.3%	40.7%	100.0%

Participating in shared experiences like picnics and foster parent award banquets was also correlated to foster parent satisfaction levels. The foster parents that participated in these types of activities reported being very satisfied compared to those that participate more often. The Chi-Square 6.409 was significant at the .011 level, with one degree of freedom.

Table 20. Participates in Shared Experiences by Overall Satisfaction

participates in shared exp		overall satisfaction		Total
		somewhat satisfied	very satisfied	
less often	Count	15	7	22
	% of Total	46.9%	21.9%	68.8%
often	Count	2	8	10
	% of Total	6.3%	25.0%	31.3%
Total	Count	17	15	32
	% of Total	53.1%	46.9%	100.0%

Scales

Variables relating to the foster parent's experiences with the foster children they have cared for were scaled by adding them together on the basis of face validity. Reliability analysis revealed a fairly low Alpha score of .4670. Therefore, no further analysis was done using this scale.

Variables relating to the foster parent's experiences with the agency social worker were also scaled to explore a relationship between the resultant summary variable "experiences with asw" and the dependent variables "overall satisfaction" and "intent to continue fostering." Reliability analysis provided an Alpha score of .9616. Scores on this variable ranged from 1.10 to 2.00, with the higher number indicating positive

experiences with the agency social worker. The mean was 1.6561, with a standard deviation of .36868. Analysis of variance (ANOVA) for the summary variable and overall satisfaction was significant at the .050 level. The ANOVA revealed a significance level of .015 between this variable and intent to continue fostering.

Table 21. Summary Experiences with Agency Social Worker

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.643	1	.643	10.144	.015
Within Groups	.444	7	.063		
Total	1.087	8			

Variables relating to the foster parent's experiences with training were also scaled. Reliability analysis provided an Alpha score of .7347. Scores on this variable ranged from 1.13 to 2.00, with the higher number indicating positive experiences with the training. The mean was 1.4625, with a standard deviation of .28991. Analysis of variance revealed a significance level of 0.000 between the resulting summary variable "experiences with training" and "overall satisfaction." The ANOVA for this variable and "intent to continue fostering" was significant at the .006 level.

Table 22. Summary Experiences with Training

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.554	1	.554	9.555	.006
Within Groups	1.043	18	.058		
Total	1.597	19			

Summary

Chapter Four presented the demographics and key findings from the data set collected in this study. None of the demographic variables were significantly related to the foster parents' overall satisfaction or their intentions to continue fostering. Bivariate analysis was done with foster parents' motivations to foster, their willingness to continue fostering, and their overall satisfaction and intent to remain certified. Parents who were motivated to provide companionship for their own children had increased satisfaction, while parents who had lost a child that they were fond of or who had had to deal with negative behaviors from foster children were less satisfied. The only variable significantly related to the foster parents' intent to remain certified was the one measuring conflicts with the agency social worker. Conflicts made parents less likely to remain certified.

Cross-tabulations were run between foster parents' experiences with children, with the agency social worker, with training, and with their overall satisfaction and their willingness to remain certified. Of the variables related to experiences with children, foster parents' satisfaction with the types of children placed with them, their attitude that foster parenting was a "calling," and the sentiment that they would be willing to foster parent without any financial reimbursement were significantly related to foster parents' overall satisfaction. None of the variables were significantly related to the foster parents' willingness to remain certified.

Of the variables related to experiences with the agency social worker, two variables were significantly related to foster parents' satisfaction. The agency social worker sharing information concerning the child's past with the foster parents, and the social worker reinforcing the skills learned in training were important to the parents. Four variables were related to the intent to continue fostering. The parents' confidence that the social worker was making sound decisions, that they were receiving the same services as other parents from that worker, their disagreement with the idea "the less I see

of the social worker, the better," and if the agency social worker helps out with difficult tasks, all contributed to the parents' intent to remain certified as foster parents.

Of the variables related to the experiences with training that foster parents receive, six variables were significant. Receiving support from other foster parents, feeling that they receive adequate reimbursement, the sense that their ideas and their training were congruent, that the orientation was useful, their disagreement with the idea that it was difficult to arrange training hours, and their participation in shared experiences with other foster parents all were significantly related to overall satisfaction. None of these variables were significantly related to foster parents' willingness to remain certified.

CHAPTER FIVE

DISCUSSION

Introduction

Chapter Five discusses the results presented in Chapter Four. Recommendations are offered based on the interpretation of the findings. Limitations are discussed and suggestions for further research are presented.

Discussion

The most significant finding of this study is the fact that none of the demographic variables including age, race, marital status, annual income, and educational level were found to be statistically significant in terms of influencing overall satisfaction or intent to continue fostering. Moreover, demographic characteristics describing certified foster homes were found to be equally insignificant to the level of overall satisfaction and intent to continue fostering. This is a departure from the results documented in the Denby, Rindfleisch, and Bean (1999) study which identified socio-demographics as significantly correlated with both dependent variables, for example the foster mother's age and overall satisfaction and the number of male foster

children in the home and the intent to continue fostering.

Other findings are also worth noting. The variable "companionship for your own child" had a significant relationship with a foster parent's overall level of satisfaction. Nearly 60% of respondents denied trying to gain companionship for their own child as a motivating factor when deciding to become a foster parent. This could be due to the fact that 41.9% (n=13) of the sample's population did not have any legal children living at home at the time of the survey.

Interestingly, there was no significant relationship between experiencing problems with the agency social worker and a foster parent's overall level of satisfaction. Just over three-fourths of the sample reported that experiencing conflict with the agency social worker did not influence their willingness to remain certified. We can infer from these findings that the parents may not be experiencing any conflicts with the social worker because the overwhelming majority of them reported that conflicts with the social worker had no influence on whether or not they would choose to remain certified.

Overall, foster parents reported being pleased with the experience of caring for needy children. Having children they felt fondly toward change placements and having to deal with children's negative behaviors did negatively affect their overall satisfaction however.

Another key finding indicates that the relationship between the foster parent and the agency social worker may have more to do with a foster parent's intention to remain certified than it does with affecting their overall level of satisfaction. The things that appear to matter most to the foster parents in this study in terms of their dealings with the agency social worker have more to do with trusting the soundness of their decisions, receiving the same services other foster parents receive, disagreeing with the statement, "the less I see the agency social worker the better," and having the assistance of the social worker to tackle difficult tasks.

Training and support is another important area of focus. Foster parents who do not participate in social events, i.e., foster parent picnics and award banquets, tend to be very satisfied with their overall foster parenting experience. Parents who disagree with the

statement that they receive adequate reimbursement for their care of foster children were more likely to be less satisfied with their overall experience than with foster parents who felt they did receive adequate reimbursement.

Quality training is important to foster parents. Over 65% of the foster parents surveyed did not find the orientation they intended prior to becoming certified useful. Thirty-seven percent of the sample find it difficult to arrange for the on-going training hours required by the foster family agency. Foster parents in this study were nearly evenly divided when asked if they felt their ideas of what's good and bad or right and wrong were different from the ideas presented to them in foster parent training classes. Those that agreed with the statement were more likely to be less satisfied. Conversely, if the foster parent disagreed with the statement, they claimed to have higher levels of satisfaction. When asked if they felt the training they have received as a foster parent has been useful to them, 60% disagreed (this could not be tested statistically). This warrants closer examination in future study with a larger sample size.

Limitations

The most obvious limitation of the current study is its limited sample size. The small size limited the kinds of statistical analyses that could be performed. There were several indications on a variety of attempted analyses that other relationships not reported could also have been significant given a larger sample size. It also limited the generalizability of any findings. While the small sample did prove to be a limitation, the data remained consistent across two foster family agencies located two separate counties. This lends credence to the findings.

Recommendations for Social Work Practice, Policy, and Research

Foster parents are the backbone of the foster care system. Identifying the factors that influence foster parents satisfaction are important at three levels: practice, policy, and research. At the practice level, it is hoped that the information contained herein, will assist foster family agencies in strengthening their social relationships with foster parents whose role demands are extremely complicated. As it appears, the relationship the foster parent develops with the foster

children they accept, the agency social worker they work with, and the training they receive speak to the complex nature of foster parent satisfaction..

At the policy level two recommendations are made. First of all, it is imperative to provide quality training based upon the needs of foster parents as they see them. Trainings should be easily accessible, useful and whenever possible foster parents should be included in the training program. Second, the agency social workers should receive on-going training emphasizing the importance of maintaining clear, open, and respectful lines of communication with foster parents. This could mean as little as returning phone calls promptly to much more formal acknowledgements of a job well done, i.e. certificates of appreciation.

Several questions remain unanswered and warrant further investigation. Why is it that experiences with the agency social worker are more likely to influence a foster parent's intent to continue fostering, but not their overall satisfaction level? Second, to what extent, if any, does support from other foster parents play a role in overall foster parent satisfaction and their intent to continue fostering? Third, if parents find that

Conclusion

The results of this study add to the useful knowledge currently found in existing literature by contributing a client-centered perspective on the important issue of maintaining stable foster care placements for our state's most vulnerable population, foster children.

APPENDIX A
QUESTIONNAIRE

FOSTER PARENT SATISFACTION SURVEY

This survey can be completed by either the foster mother or father or both, whomever is best able to provide the information we seek should complete the questionnaire.

This questionnaire asks four types of information:

1. The FIRST PART seeks information about your certified foster home.
2. The SECOND PART seeks opinions about agency social workers and training.
3. The THIRD PART seeks opinions about your felt stress, support, and satisfaction.
4. The FOURTH PART seeks information about your family, and foster children such as age, education, sex of children, employment, etc.

PART I: Your home as a certified foster home

Please answer each question in PART I by filling in the blank or placing a check mark in the brackets.

1. Approximately when was your home first certified?
Month _____ Year _____
2. For how many children was your home approved?
Number _____
3. For what age range was your home approved?
_____ to _____
4. For what sex(s) of children was your home approved?
Male () Female () Both Male & Female ()
5. Have you ever been asked to take in children for which your home was not certified for? Example: Older when you preferred younger, boys when you preferred girls, etc.
Yes () No ()
6. If so, did you accept the child(ren)?
Yes () No ()

Please go on to the next page

7. If you answered yes, please state why. Check all that apply.
- ☐ It was only temporary
 - ☐ I wanted to "try"
 - ☐ I felt if I turned the agency down, they might not call me the next time
 - ☐ It was an emergency placement and I had an opening
 - ☐ other, please explain _____
-

8. Approximately how many children have you cared for since first certified?

Number _____

9. What has been the largest amount of foster children placed in your home at one time?

Number _____

10. What was the longest length of stay for a child placed in your home?

Years _____ Months _____

11. How long did you expect children to remain in your home when you first became certified to foster children?

_____ Temporary (less than 3 months)

_____ Intermediate (3 months to 12 months)

_____ Long Term (more than 12 months)

TO WHAT EXTENT WAS EACH OF THE FOLLOWING CONDITIONS A REASON YOU BECAME A CERTIFIED FOSTER PARENT? (Be sure to Answer EACH QUESTION from #12-32 below).

12. Own family was grown, but still wanted to care for children.

Not At All	A Little	Pretty Much	A Great Deal
_____	_____	_____	_____

13. Wanted to save children from harm.

Not At All	A Little	Pretty Much	A Great Deal
_____	_____	_____	_____

14. Wanted to increase household income.

Not At All	A Little	Pretty Much	A Great Deal
_____	_____	_____	_____

Please go on to the next page

15. Wanted to provide companionship for own child.
Not At All A Little Pretty Much A Great Deal

16. Wanted to take in children who needed loving parents.
Not At All A Little Pretty Much A Great Deal

17. Wanted to adopt, but were unable to do so.
Not At All A Little Pretty Much A Great Deal

18. Wanted to give care as a religious obligation.
Not At All A Little Pretty Much A Great Deal

19. Wanted to feel I was making a difference.
Not At All A Little Pretty Much A Great Deal

20. Other (please specify) _____

**TO WHAT EXTENT DO THE FOLLOWING AFFECT YOUR WILLINGNESS TO
CONTINUE AS A CERTIFIED FOSTER PARENT?**

21. Conflict with the agency social worker.
Not At All A Little Pretty Much A Great Deal

22. Conflict with the County (Children's) social worker.
Not At All A Little Pretty Much A Great Deal

23. Not enough money.
Not At All A Little Pretty Much A Great Deal

Please go on to the next page

24. Significant personal loss of a family member(s).

Not At All	A Little	Pretty Much	A Great Deal
_____	_____	_____	_____

25. Training requirements.

Not At All	A Little	Pretty Much	A Great Deal
_____	_____	_____	_____

26. Agency red tape.

Not At All	A Little	Pretty Much	A Great Deal
_____	_____	_____	_____

27. Named in an allegation of abuse/neglect.

Not At All	A Little	Pretty Much	A Great Deal
_____	_____	_____	_____

28. Losing children I (we) was (were) fond of.

Not At All	A Little	Pretty Much	A Great Deal
_____	_____	_____	_____

29. Seeing children sent back to a bad situation.

Not At All	A Little	Pretty Much	A Great Deal
_____	_____	_____	_____

30. Dealing with the foster child's natural parents.

Not At All	A Little	Pretty Much	A Great Deal
_____	_____	_____	_____

31. Dealing with the foster child's negative behavior.

Not At All	A Little	Pretty Much	A Great Deal
_____	_____	_____	_____

32. Own child(ren)'s resentment of and conflict with foster child(ren).

Not At All	A Little	Pretty Much	A Great Deal
_____	_____	_____	_____

Please go on to the next page

33. Other (please specify) _____

Not At All A Little Pretty Much A Great Deal

PART II- OPINIONS ABOUT FOSTERING AND ABOUT YOUR AGENCY

Please indicate your agreement or disagreement with the following statements by circling the number of the answer that comes closest to your opinion.

The number 1 represents strong agreement. The number 7 represents strong disagreement. Circle NA only if the statement clearly does not apply to you.

1. I am satisfied with the types of children the agency places with me.
Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree
2. The foster children's social worker shares fully about the background and problems of the children whom they ask me to accept.
Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree
3. My foster child's social worker treats me like I am in need of help myself.
Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree
4. I have no regrets about the time and energy I invest in the children placed with me.
Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree
5. Periods of time I could take away from the pressures of being a foster parent were sufficient in duration.
Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

Please go on to the next page

6. When I felt I needed to talk over my concerns about a child, I did not hesitate to phone my agency social social worker.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

7. I believe that being a foster parent is a "calling" to do what I do best.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

8. I see positive change in the children who are placed in my home.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

9. I receive support from other foster parents.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

10. The agency social worker treats me like a team member.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

11. I have had a number of problems working with the agency social worker.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

12. If I could, I would provide foster care services without reimbursement of any kind.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

13. The agency social worker took the child(ren)'s side when they complained about me.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

14. I have had clear communication with the agency social worker regarding who should be responsible for transportation, doctor visits, school conferences, and the like.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

Please go on to the next page

15. I am adequately reimbursed financially for my costs as a certified foster parent.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

16. I feel secure about the soundness of the decisions made by the agency social worker.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

17. The agency social worker is available to assist me in handling special problems/needs of the children in my care.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

18. I think I receive as much service from my agency social worker as other foster parents.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

19. The less I have to deal with the agency social worker, the better off I am.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

20. The agency social worker reaches out to me.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

21. The agency social worker respects my opinions regarding the foster child(ren) in my care.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

22. The agency social worker cares about me as a foster parent.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

FOSTER PARENT TRAINING

23. I feel competent to handle the type(s) of children in my home.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

Please go on to the next page

24. Knowledge and skills I learned in foster parent training were later reinforced by the agency social worker.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

25. My ideas about what is good or bad and right and wrong were quite different from the ideas presented to me in foster parent training classes.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

26. The foster parent training I have received has been based upon my real training needs.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

27. Looking back, I was helped through orientation to anticipate many of the difficulties I later experienced as a foster parent.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

28. The hours of on-going training required by my agency per year have been difficult to arrange.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

29. Overall, the training I have received has been useful to me.

Strongly Agree 1 2 3 4 5 6 7 NA Strongly Disagree

PART III- STRESS, SUPPORT, AND SATISFACTION

Please read the questions below and place a check mark on the line below the one response that comes closest to your opinion.

1. How often are you clear about what the agency social worker expected of you as a foster parent?

Never Seldom Sometimes Often Very Often
_____ _____ _____ _____ _____

2. How often does your work as a foster parent leave you with little time to get other things done?

Never Seldom Sometimes Often Very Often
_____ _____ _____ _____ _____

Please go on to the next page

3. How often do you participate in shared experiences like picnics and award banquets for foster parents?

Never	Seldom	Sometimes	Often	Very Often
_____	_____	_____	_____	_____

4. How often is your agency social worker warm and friendly when you are distressed/concerned as a foster parent?

Never	Seldom	Sometimes	Often	Very Often
_____	_____	_____	_____	_____

5. How often does the agency social worker show approval when you do well as a foster parent?

Never	Seldom	Sometimes	Often	Very Often
_____	_____	_____	_____	_____

6. How often does the agency social worker help you complete a difficult task?

Never	Seldom	Sometimes	Often	Very Often
_____	_____	_____	_____	_____

7. How often does the agency social worker give you information when you need it?

Never	Seldom	Sometimes	Often	Very Often
_____	_____	_____	_____	_____

FOSTER PARENT SATISFACTION

Next, you are asked to rate your satisfaction as a foster parent.

8. All in all, how satisfied are you with foster parenting?

Not At All	Somewhat	Pretty Much	Very
Satisfied	Satisfied	Satisfied	Satisfied
_____	_____	_____	_____

9. How likely is it that a year from now, your home will still be a certified foster home?

Not At All Likely	Somewhat Likely	Very Likely
_____	_____	_____

Please go on to the next page

PART IV- SOCIAL CHARACTERISTICS OF FOSTER FAMILY

Please answer each question in Part IV by filling in the blank or by placing a check mark in the brackets.

(foster mother only please answer questions #1-4)

1. What is your age? _____
2. What is your race? ☐ African American ☐ Caucasian
 ☐ Latino/Hispanic ☐ Asian
 ☐ Other: Please Specify _____
3. What is your marital status? **(Check one)**
 ☐ Single ☐ Married ☐ Separated
 ☐ Divorced ☐ Widowed ☐ Co-Habiting
4. What is the highest level of education you have completed?
 (Circle the appropriate number below)
 High School College Graduate Study
 5 6 7 8 9 10 11 12 1 2 3 4 1 2 3 4 5

(Foster Father only please, answer questions #5-8)

5. What is your age? _____
6. What is your race? ☐ African American ☐ Caucasian
 ☐ Latino/Hispanic ☐ Asian
 ☐ Other: Please Specify _____
7. What is your marital status?
 ☐ Single ☐ Married ☐ Separated
 ☐ Divorced ☐ Widowed ☐ Co-habiting
8. What is the highest level of education you have completed?
 (Please circle the appropriate number below)
 High School College Graduate Study
 5 6 7 8 9 10 11 12 1 2 3 4 1 2 3 4 5

Please go on to the next page

9. How many of your legal child(ren) were living at home when the last foster child was placed in your home?
 Number of Boys _____ Number of Girls _____
10. What was the age range of your legal child(ren) living at home when the last foster child was placed in your home?
 Age of Youngest _____ Age of Oldest _____
11. How many foster children were living in your home after the last one was placed?
 Number of Boys _____ Number of Girls _____
12. What was the age range of foster children in your home after the last one was placed in your home?
 Age of Youngest _____ Age of Oldest _____
13. Please check which parent earned paid work outside of the home after the home was certified?
☐ () Neither parent ☐ () Foster Mother
☐ () Foster Father ☐ () Both Foster Parents
14. What was the source of household income as of September 2003? (check all that apply)
 _____ employment
 _____ Public Assistance Programs: TANF, Social Security,
 Worker's Compensation, Unemployment Insurance, Other.
 _____ Agency Reimbursement/Foster Care Payments
 _____ Child Support Payments
 _____ Other: Please specify _____
15. How much was your total gross household income from all sources for the calendar year 2002? (Circle the number of the income group that applies to your household)
1. Under \$20,000
 2. \$20,000-29,999
 3. \$30,000-39,999
 4. \$40,000-49,999
 5. \$50,000-59,999
 6. \$60,000 or more

Please go on to the next page

16. About how many contacts, on average, do you have with the agency social worker per month? (Enter the number in the blanks below)

Average number of contacts with the agency social worker

By Phone _____

In Person _____

17. Average number of contacts per month with the foster child's county social worker?

By Phone _____

In Person _____

18. This questionnaire was completed by: (Please check one)

Foster Mother _____

Foster Father _____

Both Foster Mother and the Foster Father Together _____

THANK YOU FOR PARTICIPATING IN THIS STUDY. PLEASE TEAR OFF THE DEBRIEFING SHEET AND KEEP IT FOR FUTURE REFERENCE. PLACE THE SURVEY IN THE PRE-ADDRESSED, STAMPED ENVELOPE PROVIDED AND MAIL IT AS SOON AS POSSIBLE.

If YOU HAVE ANY OTHER COMMENTS TO MAKE, PLEASE DO SO HERE.

Encuesta sobre la satisfacción de padres de crianza

Esta encuesta puede ser completada por el padre o madre de crianza o los dos. La persona que pueda proveer la información que pedimos puede completar el cuestionario.

Este cuestionario hace preguntas sobre cuatro tipo de preguntas.

1. La primera parte solicita información sobre hogar de crianza certificado
2. La segunda parte solicita su opinión sobre los trabajadores sociales de la agencia y su entrenamiento
3. La tercera parte solicita su opinión sobre los sentimientos de stress, apoyo, y satisfacción
4. La cuarta parte solicita información sobre su familia, niños de crianza, tales como edad, educación, sexo del niño o niña, trabajo, etc.

Parte I: Su hogar como un hogar certificado

Porfavor conteste cada pregunta en parte I por llenando el espacio vacío o marcando su respuesta.

1. ¿Aproximadamente cual fue la fecha cuando su hogar fue certificado por primera vez.
Mes ____ Año ____
2. ¿Por cuantos niños fue su hogar aprobado?
Numero ____
3. ¿De que edades fue su hogar aprobado?
____ años hasta ____ años
4. ¿Para que sexo de niños fue su hogar aprobado?
Varones() mujeres() varones y mujeres ()
5. ¿En Alguna vez le han ofrecido aceptar niños por la cual no ha sido certificado su hogar? Por ejemplo: Niños mas grandes en edad cuando usted preferio niños menor en edad, niños cuando usted preferio niñas.
Si() No()

Porfavor pase a la siguiente pagina

6. ¿Si la respuesta es si acepto usted al niño o niños?
Si() No()
7. Si contesto si, porfavor explique porque. Marque todas las razones que aplican.
 () Solamente fue temporal
 () Quería "intentarlo"
 () Sentí que defraudaría la agencia, porque talvez no me llamarían la próxima vez
 () Era un puesto de emergencia
 () Otra razón, porfavor explique _____
8. Aproximadamente por cuantos niños usted ha brindado cuidado desde que su hogar fue certificado?
Numero_____
9. ¿Cual fue el mayor numero de niños de crianza que han estado en su hogar en un solo tiempo?
Numero_____
10. ¿Cual fue el mayor plazo de tiempo que un niño fue puesto en su hogar?
Años_____ Meses_____
11. ¿Por cuanto tiempo espero usted que los niños permanescan en Su hogar cuando usted primero se certifico como padre/madre crianza?
 _____ Temporalmente (menos de 3 meses)
 _____ Tiempo intermedio (enter 3 y 12 meses)
 _____ Tiempo largo (mas de 12 meses)

HASTA QUE PUNTO CADA UNA DE LAS SIGUIENTES RAZONES FUE RAZÓN PARA QUE USTED SE CERTIFICARA COMO MADRE O PADRE DE CRIANZA (Asegúrese de contestar cada pregunta del #12-32).

12. Nuestra propia familia a crecido pero todavia queremos brindarle cuidado a niños.
 No es mi razón un poco es la razón es mi mayor razón
 _____ _____ _____ _____
13. Quería ayudar a niños en peligro.
 No es mi razón un poco es la razón es mi mayor razón
 _____ _____ _____ _____

Porfavor pase a la siguiente pagina

14. Quería incrementar mis ingresos del hogar.

No es mi razón un poco es la razón es mi mayor razón

15. Quería proveerle un compañero o compañera a mi hijo o hija.

No es mi razón un poco es la razón es mi mayor razón

16. Quería cuidar a niños que necesitaban padres amorosos.

No es mi razón un poco es la razón es mi mayor razón

17. Quería adoptar pero no pude.

No es mi razón un poco es la razón es mi mayor razón

18. Pienso que brindar cuidado es mi obligación religiosa.

No es mi razón un poco es la razón es mi mayor razón

19. Quería sentir que estaba haciendo una diferencia.

No es mi razón un poco es la razón es mi mayor razón

20. Otra razón (porfavor explique) _____

HAST QUE PUNTO LO SIGUIENTE AFECTA SU DESEO DE CONTINUAR SIENDO UN PADRE O MADRE DE CRIANZA CERTIFICADO?

21. Conflictos con el o la trabajadora social de la agencia.

No es mi razón un poco es la razón es mi mayor razón

22. Conflictos con el o la trabajadora social del condado.

No es mi razón un poco es la razón es mi mayor razón

23. No pagan suficiente dinero.

No es mi razón un poco es la razón es mi mayor razón

Porfavor pase a la siguiente pagina

24. Una perdida significativa de un miembro de mi familia.
 No es mi razón un poco es la razón es mi mayor razón

25. Los requisitos de entrenamientos.
 No es mi razón un poco es la razón es mi mayor razón

26. Todos los requisitos y detalles que pide la agencia.
 No es mi razón un poco es la razón es mi mayor razón

27. Fui nombrado/a en un alegación o acusado/a de abuso o negligencia..
 No es mi razón un poco es la razón es mi mayor razón

28. Perder a los niños con quienes nos habíamos encariñado.
 No es mi razón un poco es la razón es mi mayor razón

29. Ver a los niños regresar a una mala situación.
 No es mi razón un poco es la razón es mi mayor razón

30. Tener que lidiar con los padres de nacimiento del niño/a.
 No es mi razón un poco es la razón es mi mayor razón

31. Tener que lidiar con los comportamientos negativos del niño.
 No es mi razón un poco es la razón es mi mayor razón

32. Los resentimientos y conflictos de mis propios hijos con los niños de crianza.
 No es mi razón un poco es la razón es mi mayor razón

33. Otra razón (porfavor explique) _____

Porfavor pase a la siguiente pagina

PARTE II- OPINIONES SOBRE CRIANZA Y SOBRE SU AGENCIA

PORFAVOR INDIQUE SI ESTA EN ACUERDO O EN DESACUERDO CON LAS SIGUIENTES DECLARACIONES CIRCULANDO EL NUMERO QUE MEJOR REPRESENTA SU OPINIÓN.

El numero 1 representa una opinión fuerte. El numero 7 representa un firme desacuerdo. Circule NA solamente si la declaración no aplica a usted.

1. Estoy satisfecha con la clase de niños que la agencia a puesto bajo mi cuidado.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
2. Antes de aceptar el niño o niña el trabajador social de los niños comparte toda la información y problemas del niño conmigo.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
3. El trabajador social de la agencia me trata como si yo mismo/a necesitara ayuda.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
4. No me arrepiento por el tiempo y la energía que he invertido en los niños que he aceptado en mi hogar.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
5. Los periodos de tiempo que pude tomar de las presiones de ser madre/padre de crianza fueron suficientes en duración.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
6. Cuando siento que necesito hablar con alguien sabré mis inquietudes o preocupaciones del niño/a nódulo en llamar a a mi trabajador/a social de la agencia.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
7. Yo siento que ser padre/amdre de crianza is mi vocación, mi oportunidad de hacer algo que hago muy bien.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
8. Veo un cambia positivo en los niños que son puestos en mi hogar.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo

Porfavor pase a la siguiente pagina

9. Yo recibo apoyo de otros padres de crianza.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
10. El trabajador social me trata como miembro del equipo.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
11. He tenido muchos problemas en trabajando con el/la trabajador/a social de la agencia.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
12. Si pudiera, proveería cuidado de crianza sin ninguna recompensación monetaria.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
13. El/La trabajador/a social de la agencia se puso de lado de de los niños cuando estos se quejaron de mí.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
14. He tenido clara comunicación con el/la trabajador/a social de la agencia sabré quien es responsable de la transportación de los niños como visitas al doctor, y conferencias de la escuela.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
15. Recibo el reembolso monetario adecuado par mis costas de ser un padre/ madre certificado de crianza.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
16. Me siento segura y confiado de las decisiones hechas par el trabajador social de la agencia.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
17. El trabajador social de la agencia esta disponible para asistirme en problemas y/o necesidades de los niños bajo mi cuidado.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
18. Pienso que recibo suficiente servicios de mi trabajador social como otros padres de crianza.
De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo

Porfavor pase a la siguiente pagina

19. Lo menos que tenga que lidiar con el trabajador social de la agencia lo mejor que estoy.
- De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
20. El trabajador de la agencia me brinda ayuda.
- De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
21. El trabajador de la agencia respeta mis opiniones sobre los niños de crianza que están bajo mi cuidado.
- De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
22. El trabajador de la agencia se preocupa por mi como padre de crianza.
- De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
23. Me siento competente de poder lidiar con los tipos de niños que están en mi hogar.
- De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
24. Las habilidades que aprendí en el entrenamiento de padres de crianza fueron después reenfocados par el trabajador social de la agencia.
- De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
25. Mis ideas sabré lo que es bien y mal, y lo que es correcto e incorrecto fueron muy diferentes a las ideas presentadas en las clases de entrenamiento para padres de crianza.
- De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
26. Los entrenamientos que he recibido para padres de crianza fueron basados en mis necesidades de entrenamiento.
- De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
27. Se me brindo ayuda durante la orientación para anticipar muchas de las dificultades que enfrentaría como padre de crianza.
- De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo
28. Las horas de entrenamiento para recertificacion requeridas por mi agencia han sido muy difiicil de cumplir.
- De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo

Porfavor pase a la siguiente pagina

29. En general, los entrenamientos que he recibidos haD sido muy útil.

De acuerdo 1 2 3 4 5 6 7 NA En desacuerdo

Parte III- STRESS, APOYO, SATISFACCION

Porfavor lea las siguientes preguntas y marque con el símbolo de √ junto a la respuesta que mayor refleja su opinion.

1. ¿Cuántas veces esta listed claramente seguro/a sobre lo que la agencia espera de listed como padre/madre de crianza?

Nunca rara vez algunas veces a menudo muchas veces

2. ¿Cuántas veces su trabajo como padre/madre de crianza lo/la deja con muy poco tiempo para hacer otras cosas?

Nunca rara vez algunas veces a menudo muchas veces

3. ¿Cuántas veces participa listed en experiencias compartidas, par ejemplo, picnics, y/o banquete de premios para padres de crianza?

Nunca rara vez algunas veces a menudo muchas veces

4. ¿Cuántas veces su trabajador social del agencia le ha brindado apoyo cuando esta listed preocupado o angustiado/a por ser padre/madre de crianza?

Nunca rara vez algunas veces a menudo muchas veces

5. ¿Cuántas veces su trabajador social de la agencia le ha brindado aprobacion cuando listed esta hacienda bien como madre/padre de crianza?

Nunca rara vez algunas veces a menudo muchas veces

6. ¿Cuántas veces su trabajador social de la agencia le ayudo a cumplir o hacer algo difcil?

Porfavor pase a la siguiente pagina

7. ¿Cuántas veces su trabajador social de la agencia le dio informacion cuando listed lo necesitaba?

Nunca rara vez algunas veces a menudo muchas veces

SATISFACION DEL PADRE/MADRE DE CRIANZA

Ahore se le pide que porfavor indique su satisfaccion como padre/madre de crianza.

8. ¿Cuan satisfecho/a esta listed con ser padre/madre de crianza?

No Estoy Un poco Estoy Muy
Satisfecho Satisfecho Satisfecho Satisfecho

9. ¿Que tan probable es que de aqui a un ana, su hogar se vuelva a certificar como hogar de crianza?

No es Tal vez, Algo Muy
Satisfecho Satisfecho Satisfecho Satisfecho

PARTE I- CARACTERISTICAS SOCIALES DE FAMILIAS DE CRIANZA

Porfavor conteste todas las preguntas en la Parte IV, llenando la linea proveida o poniendo un √ dentro de las parentisis

(Madre de crianza porfavor conteste las preguntas #1-4)

1. ¿Cual es su edad? _____
2. ¿Cual es su raza etnica? () Afro Americano
() Anglosajon () Latino/Hispano
() Asiatico () Otro: Porfavor explique _____
3. ¿Es listed: (Porfavor indique una respuesta solamente)
() Soltero/a () Casado/a
() Separado/a () Divorciad/a
() Viudo/a () Cohabitando
4. ¿Cual es el nivel de educacion que completo?
High School/Secundaria Universidad Estudios en Maestria
5 6 7 8 9 10 11 12 1 2 3 4 1 2 3 4 5

Porfavor pase a la siguiente pagina

14. ¿De que fuentes economicos vienen sus ingresos del hogar desde Septiembre 2003? Marque todos 10 que aplican a listed.

_____ Trabajo
_____ Asistencia publica:TANF, Segura Social, Compensacion de trabajo, Asegurancia de desempleo, u otro
_____ Reembolso de la agencia/pagos par cuidado de crianza
_____ Pagas de Child Support- Apoyo economicos para sus hijos
_____ Otro: Porfavor Explique _____

15. ¿Cuanto fue el total de sus ingresos de todo sus recursos economicos durante el ana 2002 (circule el numero del ingreso que aplica a su hogar).

1. Menos de \$20,000
2. \$20,000 - 29,999
3. \$30,000 - 39,999
4. \$40,000 - 49,999
5. \$50,000 - 50,999
6. \$60,000 - o mas

16. ¿Cuantos contactos par IDes tiene listed con el trabajador de la agencia.

Numero pormedio de contactos con el/la trabajador/a social de la agencia

Por telefono _____ En Persona _____

17. Numero pormedio de contactos que tiene por mes con el/la trabajador/a social del condado

Por telefono _____ En Persona _____

18. Este cuestionario fue completado par: (Porfavor marque uno)

Madre de Crianza _____
Padre de Crianza _____
Ambos padres de Crianza juntos _____

Porfavor pase a la siguiente pagina

S1 USTED TIENE CUALQUIER OTRO COMENTARIO PORFAVOR HAGALO EN EL SIGUIENTE ESPACIO.

[illegible]



July 3, 2003

Ms. Lila Martin
MSW Candidate
5804 North Jesse Drive
San Bernardino, CA 92407

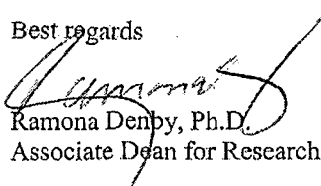
RE: Family Foster Home Retention Project (FFHRP) Instrument

Dear Ms. Martin:

As we discussed today, enclosed you will find a copy of the instrument that was used in the FFHRP study. We are excited to know that research is continuing in the area of foster parent satisfaction. Our study is more than ten years old now and we understand that new discoveries are emanating from work done by several researchers including those at the Casey Foundation and Dr. John Orme at the University of Tennessee Knoxville.

You are welcome to use any portions of the instrument. As a courtesy and for our records, we request a note indicating your intent to use the instrument. We look forward to learning more about the area of foster parenting from the work to be done by you and your research professors.

Best regards



Ramona Denby, Ph.D.
Associate Dean for Research

Enclosure

Center for Urban Partnerships
Greenspun College of Urban Affairs
4505 Maryland Parkway • Box 453045 • Las Vegas, Nevada 89154-3045
(702) 895-2926 • FAX (702) 895-1869

APPENDIX B
INFORMED CONSENT

Foster Parent Satisfaction

INFORMED CONSENT

My name is Lila M. Martin and I am a graduate student in Social Work at California State University, San Bernardino (CSUSB). I am conducting a study to identify factors associated with foster parent satisfaction.

You are being asked to participate in this study because you meet the following criteria:

- You have been certified with the agency for at least six months
- You have at least one foster child currently residing in your home

Participation in this study is completely voluntary.

Should you choose to participate, your identity will remain anonymous. The results of this study will be used to assess foster parent satisfaction with 1) the agency 2) the agency social worker 3) training and 4) overall satisfaction with fostering in general. A copy of the findings will be made available at the agency for viewing after June 2004.

The Department of Social Work Sub-Committee of the CSUSB Institutional Review Board has approved this project. Dr. Rosemary McCaslin is supervising this research project. She can be reached via e-mail at rmccasli@csusb.edu or by telephone at (909) 880-5507.

This survey will take approximately 20 minutes to complete. Please do not make any identifying marks on either the survey or the pre-addressed, stamped envelope. This will help to ensure your anonymity. If, for any reason, a question makes you feel uncomfortable, feel free to skip it. You may also withdraw your consent to participate in this study for any reason, at any time without reprisal. In addition, you will find a coupon for free ice cream from Stone Cold Creamery. This coupon is yours to enjoy as a thank you for taking the time to complete this questionnaire.

Once you have completed the questionnaire, please place it in the pre-addressed, stamped envelope provided and mail it by November 19, 2003.

Thank you very much for agreeing to participate in this study. Your comments are invaluable.

Satisfacción de Padres De Crianza

INFORME DE CONSENTIMIENTO

Mi nombre es Lila M. Martin y soy estudiante de maestria en trabajo social en la universidad California State University, San Bernardino (CSUSB). Estoy conduciendo una encuesta que identifica los factores relacionados con la satisfacción de padres de crianza.

Pido su participación en esta encuesta por que usted satisface los siguientes criterios.

- Usted hacido certificado con una agencia por lo menos seis meses
- Usted tiene por lo menos un niño de crianza ac tualmente viviendo en su hogar.

Su participación en esta encuesta es completamente

voluntario y si decide participar, su identidad se mantendra anonima. Los resultados de esta encuesta se usara para medir la satisfacción de padres de crianza con 1)La agencia 2)el/la trabajador/a social de la agencia 3)entrenamiento 4)y su satisfacción en general con el cuidado de crianza. Una copia de los encuentros del estudio seran disponible en la agencia despues de Junio 2004.

La subcomisión del departamento de Trabajo Soc ial de la universidad estatal de San Bernardino ha aprobado este proyecto.

La Dra. Rosemary McCaslin esta supervisando este proyecto. Ella puede ser localizada por e-mail al rmccasli@csusb.edu o por telefono al (909)880-5507.

Esta encuesta tomara aproximadamente 30 minutos para completar. Porfavor no ponga ninguna informacion de identidad en la encuesta on en él sobre proveido que lo/la pueda identificar, esto asegurara su anonimato. Si, por alguna razon alguna pregunta le hace sentir incomodo, porfavor pase a la siguiente pregunta. En cualquier momento usted puede retirar su consentimiento sin ninguna represalia. Como muestra de mi agradecimiento hacia usted por haber tomado el tiempo de completar esta encuesta, encontrara un cupon para un helado gratis de Stone Cold Creamery.

Despues de haber completado el cuestionario porfavor pongalo en el sobre que tiene la dirección y estampilla proveida y mandela antes del 19 de Noviembre 2003

Muchas gracias por haber participado en esta encuesta. Sus comentaron son muy valiosos.

APPENDIX C
DEBRIEFING STATEMENT

Foster Parent Satisfaction

DEBRIEFING STATEMENT

You have just completed a survey to investigate foster parent satisfaction. This study, conducted by Lila M. Martin, asked questions designed to identify factors relating to foster parent satisfaction with 1) the foster family agency 2) the agency social worker 3) the program specialist and other support staff and 4) overall satisfaction with fostering in general.

If participating in this study has caused you any concern, feel free to contact The Center for Community Counseling and Education located at 1535 East Highland Ave. in San Bernardino, California. The phone number for the counseling center is (909) 881-3443.

Satisfacción de Padres de Crianza

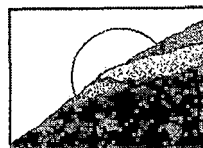
Declaración

Usted acaba de participar en una encuesta que servirá para investigar la satisfacción de padres de crianza. La encuesta fue dirigida por Lila M. Martin. Las preguntas fueron diseñadas para medir la satisfacción de padres de crianza con 1) la agencia de crianza 2) El/La trabajador/a social de la agencia 3) el especialista de programas y el personal que sirve de apoyo 4) sobretodo la satisfacción con el cuidado de crianza.

Si su participación en esta encuesta ha causado alguna inquietud o interés porfavor llame al Centro Comunitario consejeria y educacion (Center for Community Counseling and Education) localizados en el 1535 East Highland Avenue en San Bernardino, California. El numero de telefono para el centro es (909)881-3443.

APPENDIX D
APPROVAL LETTERS

MASADA FOSTER FAMILY AGENCY
Fontana Sub-Office
8485 Tamarind Avenue, Suite C
Fontana, CA 92336



MASADA
HOMES
F.F.A.

... building a foundation

a Division of Counseling & Research Associates

License # 366099803

July 18, 2003

Rosemary McCaslin, PhD
Research Coordinator
Department of Social Work
California State University, San Bernardino
San Bernardino, CA 92407

Dear Dr. McCaslin,

This is to acknowledge and approve that Lila Martin will be conducting a research study at our foster family agency on "Foster Parent Satisfaction."

We look forward to her research activities and the results of her findings.

Sincerely,

A handwritten signature in dark ink, appearing to read "Donna Anzai", with a long horizontal flourish extending to the right.

Donna Anzai, EdD, MBA, OTR/L
Director

America Care Foster Family Agency

Lic. # 197801657



120 W. Bonita Avenue, Suite #203
San Dimas, CA 91773
Telephone: 909-305-1948
Fax: 909-305-9822

157 North E Street
San Bernardino, CA 92401
Telephone: 909-915-1080
Fax: 909-919-1085

February 16, 2004

Rosemary McCaslin, Ph.D.
Research Coordinator
Department of Social Work
CSU, San Bernardino
5500 University Parkway
San Bernardino CA. 92407

Dear Dr. McCaslin,

The present is to acknowledge and approve that Lila Martin will be conducting a research study at our Foster Family Agency on "Foster Parent Satisfaction".

We look forward to the results of her research.

Sincerely,

Alicia J. Gelsi-Ciriani

REFERENCES

- Barth, R. (2001). Policy implications of foster family characteristics [Electronic version]. *Family Relations*, 50(1), 16-22.
- Bednar, S. (2003). Elements of satisfying organizational climates in child welfare agencies. *Families in Society*, 84(1), 7-12.
- Boyd, L. H., & Remy, L. L. (1978). Is foster parent training worthwhile? *Social Service Review*, 52, 275-296.
- Boyd, L. H., & Remy, L. L. (1979). Foster parents who stay licensed and the role of training. *Journal of Social Service Research*, 2(4), 373-387.
- Brown, J., & Calder, P. (1999). Concept-Mapping the challenges faced by foster parents [Electronic version]. *Children and Youth Services Review*, 21(6), 481-495.
- Brown, J., & Calder, P. (2000). Concept-Mapping the needs of foster parents. *Child Welfare*, 79(6), 729-747.
- Chamberlain, P., Moreland, S., & Reid, K. (1992). Enhanced services and stipends for foster parents: Effects on retention rates and outcomes for children [Electronic version]. *Child Welfare*, 71(5), 387-402.
- Child Welfare League of America. (2002). *State Fact Sheet 2002*. Retrieved June 03, 2003, from <http://www.cwla.org/advocacy/statefactsheet/2002/California.htm>
- Child Welfare League of America. (2003). *Programs: Family Foster Care*. Retrieved June 03, 2003 from, <http://www.cwla.org/programs/fostercare/facsheet.htm>
- Cuddleback, G. S., & Orme, J. G. (2002). Training and services for kinship and nonkinship foster families [Electronic version]. *Child Welfare*, 81(6), 879-910.

- Denby, R., Rindfleisch, N., & Bean, G. (1999). Predictors of foster parents' satisfaction and the intent to continue to foster. *Child Abuse and Neglect*, 23(3), 287-303.
- Dickinson, G. (2002). A new look at job satisfaction. *Library Administration and Management*, 16(1), 28-33.
- Fees, B. S., Stockdale, D. F., Crase, S. J., Riggins-Caspers, K., Yates, A. M., Lekies, K. S., et al. (1998). Satisfaction with foster parenting: Assessment one year after training. *Children and Youth Services Review*, 20(4), 347-363.
- Frankfort-Nachmias, C., & Nachmias, D. (1996). *Research Methods in the Social Sciences* (5th ed.). New York: St. Martin's Press.
- Hacsi, T. (1995). From indenture to family foster care: A brief history of child placing [Electronic version]. *Child Welfare*, 74(1), 162-181.
- Hampson, R. B., Schulte, M. A., & Ricks, C. C. (1983). Individual vs. group training for foster parents: Efficiency/effectiveness evaluations. *Family Relations*, 32, 191-201.
- Herzberg's Motivation-Hygiene Theory (Two Factor Theory). (2003). Retrieved July 6, 2003, from <http://www.netmba.com/mgmt/ob/motivation/herzberg>
- Hudson, P., & Levasseur, K. (2002). Supporting foster Parents: Caring voices [Electronic version]. *Child Welfare*, 81(6), 853-878.
- James, S., & Meezan, W. (2002). Refining the evaluation of treatment foster care. *Families in Society*, 83(3), 233-244.
- Lee, J., & Holland, T. P. (1991). Evaluating the effectiveness of foster parent training. *Research on Social Work Practice*, 1(2), 162-174.
- Meadocroft, P., Thomlison, B., & Chamberlain, P. (1994). Treatment foster care services: A research agenda for child welfare. *Child Welfare*, 73, 565-581.

- Pallant, J. (2001). *SPSS Survival Manual*. Buckingham, England: Open University Press.
- Popple, P., & Leighninger, L. (2001) *Social Work, Social Welfare, and American Society*. Boston: Allyn & Bacon.
- Quagalia, R., & Marion, S. F. (1991). The relationship of Teacher satisfaction to perceptions of school organization, teacher empowerment, work conditions, and community status [Electronic version]. *Education*, 112(2), 206.
- Rhodes, K. W., Orme, J. G., & Buehler, C. (2001). A comparison of family foster parents who quit, consider quitting, and plan to continue fostering [Electronic version]. *Social Service Review*, 75(1), 84-115.
- Sanchirico, A., Lau, W. J., Jablonka, K., & Russell, S. J. (1998). Foster parent involvement in service planning: Does it increase job satisfaction? *Children and Youth Services Review*, 20(4), 325-346.
- Syptak, M. J., Marsland, D. W., & Ulmer, D. (1999). Job satisfaction: Putting theory into practice [Electronic version]. *Family Practice Management*, 6(9), 26-30.
- Testa, M. F., & Rolock, N. (1999). Professional foster care: A future worth pursuing [Electronic version]? *Child Welfare*, 78(1), 108-125.
- Weinbach, R. W. & Grinnell, R. M., Jr. (2001). *Statistics for Social Workers* (5th ed.). Boston: Allyn & Bacon.